MyVA Verification Application Transformation Trial

Issue:

The Center for Verification and Evaluation (CVE) in conjunction with MyVA principles, is transforming programs, procedures, and policies to increase customer service, to enhance the Veterans' Experience, improve the Verification Process, and to become more Veteran-centric.

Discussion:

Feedback from Veteran applicants reflects the desire for an initial review of key business documents earlier in the process. Applicants also requested a single point of contact. Visit Small Business Focus Group Matrix to review feedback. Transformation provides a consistent level of customer service in every interaction and may significantly reduce processing time.

Pre-Qualification Stage:

- Each applicant is assigned a single-point-of-contact evaluator from the Application Case Management Team. The evaluator contacts the applicant and provides personalized customer care throughout the entire process.
- The applicant uploads a minimum number of required business documents.
- The evaluator pre-qualifies the application based on the initial required document upload.
- Applicants that are not pre-qualified due to business document issues have the option to participate in the Pre-Determination Findings (PDF) Program.

- Applications with other issues have the option to participate in the Pre-Decision Process (PDP), or to withdraw their application.

Evaluation Stage:

- Pre-qualified applicants upload remaining required business documents. Visit Verification Application Required Documents Rationale to view the complete list of required documents.
- The evaluator provides a recommendation after completion of a comprehensive examination.
- PDF, PDP, and withdrawal options are also available during this stage for applications not recommended for approval.

Determination Stage:

- Initial trial data reflects an average of at least 50% reduced processing time versus non-trial applications.
- Processing time is adversely affected if the applicant does not upload all required documents.

Verification Transformation Process Resources:

- CVE Case Trial Process Memorandum (October 2015)
- Trial Process Model (February 2016)

These metrics show the current average number of applications in each stage of the process, and the processing times in shortest, longest, and most likely number of days. The arrows indicate whether the queue grew, shrunk, or stayed the same over the past four weeks.

Verification Trial Metrics

To get more information about verification application resources, please visit Verification Assistance.

Visit http://www.va.gov/osdbu for more information about CVE and the Verification Process.

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